

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Crest Products, Inc.

#### Kentucky Manufacturing Assistance Center

#### KMAC Helps Crest Lockdown SPC Program

##### Client Profile:

Crest Products is a high-volume, ISO-certified design, tooling, and production manufacturer of stamped metal fasteners such as lock washers, bolt retainers, locknuts, and washers for the automotive industry. Crest has 155 employees at their 100,000 square-foot facility in Lexington, Kentucky.

##### Situation:

Uptime of Crest stamping equipment was in the 45 to 60 percent range, and the company recognized that there was an opportunity for improvement. Run-time die repairs and maintenance contributed heavily to the low uptime of the equipment, with actual die changeover not substantially impacting machine uptime. Marco Budny, Crest Executive VP and General Manager, along with other Crest representatives, met with Jerry Duncan, the Senior Manufacturing Business Advisor for Kentucky Manufacturing Assistance Center (KMAC), a NIST MEP network affiliate, to discuss machine runtime opportunities and evaluate improvements and training for Crest's current Statistical Process Control (SPC) program.

##### Solution:

KMAC proposed a program to meet Crest's desire to further define its SPC program to provide a uniform application that is clear and concise, followed by professional training of users in several departments on the philosophy of SPC and how it is to be used at Crest to increase product quality and prevent defects from moving on to the next customer in the value stream. KMAC identified the following opportunities: 1) to enhance the current Crest SPC program by defining the conditions for application, the SPC methods to be applied, and the rules for operator corrective actions as related to SPC; and 2) to train employees in the application of the customized Crest SPC program.

##### Results:

- \* Reduced work-in-process and defect rate.
  - \* Increased inventory.
  - \* Improved employee skills and environment.
  - \* Improved profit margin and customer satisfaction.
  - \* Increased sales by \$500,000.
  - \* Retained sales of an important product line, currently at \$15 million.
  - \* Saved \$40,000 in expenditures.
  - \* Increased sales per employees.
  - \* Created 2 additional jobs.
- Increase competitive position

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**Testimonial:**

"KMAC's experience and knowledge with the application of SPC was impressive and had a very positive impact on our overall operations. Their understanding and analysis of our production processes and customer service turned our SPC program, with minimal effort, into an effective and powerful program that will help keep our company moving forward."

Marco Budny, Executive Vice President / GM